

INFORMATION DISCLOSURE CITATION

Docket Number

01-033

Application Number

09/973,581

Applicants

Walker et al.

Filing Date

October 9, 2001

Group Art Unit

2614

U.S. PATENT DOCUMENTS

EXAMINER R. INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB- CLASS	FILING DATE IF APPROPRIATE
	A	3,997,718	12/14/76	Ricketts et al.	178	6.8	
	B	4,468,528	08/28/84	Reece et al.	179	18 B	
	C	4,577,067	03/18/86	Levy et al.	172	99 H	
	D	4,706,275	11/10/87	Kamil	379	144	
	E	4,788,715	11/29/88	Lee	379	84	
	F	4,893,330	01/09/90	Franco	379	91	
	C	4,953,204	08/28/90	Cuschleg, Jr. et al.	379	266	
	H	4,975,942	12/04/90	Zebryk	379	144	
	I	5,003,584	03/26/91	Benyacar et al.	379	119	

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	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB- CLASS	Translation	
							Yes	No
	J	WO 98/10558	12/03/98	PCT				

OTHER DOCUMENTS (Including author, Title, Date, Pertinent Pages, Etc.)

	K	"Audio.Com (North Miami, Florida) is Working to Turn Telephone Hold Time into a Prime Promotional Opportunity", Advertising Age, December 20, 1982, pg. 24MW1.					
	L	"Callers Don't Mind Hearing Helpful Ads When on Hold", Telecommunication Alert, December 1990, Volume 8, No. 12.					

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	M	5,020,152	05/28/91	Glista, Jr.	455	601	
	N	5,058,152	10/15/91	Solomon et al.	379	67	
	O	5,146,491	09/08/92	Silver et al.	379	111	
	P	5,148,474	09/15/92	Haralambopoulos et al.	379	111	
	O	5,163,086	11/10/92	Ahearn et al.	379	91	
	P	5,166,974	11/24/92	Morganstein et al.	379	67	
	S	5,204,894	04/20/93	Darden	379	88	
	T	5,222,121	06/22/93	Shimada	379	88	
	U	5,249,219	09/28/93	Morganstein et al.	379	84	
	V	5,251,252	10/05/93	Katz	379	92	

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W	Doyle, T.C., Wordperfect's Mix" Deeja's Offer Users Toll-free Easy Listening", Computer Reseller News, January 6, 1992, pg. 114.
X	"Acquisition: US West Marketing Resources Acquires Please Hold Promotions.", Edge, on & about AT&T, March 7, 1994, Vol. 9, No. 293, pg. 25(1).

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EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB- CLASS	FILING DATE IF APPROPRIATE
	Y	5,287,403	02/15/94	Atkins et al.	379	144	
	Z	5,311,574	05/10/94	Livanos	379	88	
	AA	5,353,335	10/04/94	D'Urso et al.	379	67	
	BB	5,359,642	10/25/94	Castro	379	121	
	CC	5,420,926	05/30/95	Low et al.	380	24	
	DD	5,444,774	08/22/95	Friedes	379	266	
	EE	5,469,497	11/21/95	Pierce et al.	379	115	
	FF	5,483,588	01/09/96	Eaton et al.	379	202	
	GG	5,485,510	1/16/96	Colbert	379	145	
	HH	5,488,411	01/30/96	Lewis	380	8	

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OTHER DOCUMENTS (Including author, Title, Date, Pertinent Pages, Etc.)

	II	Valenz, Shari, "Going Past the Tip of the Iceberg: Unified Messaging and Multimedia Apps are Voice Mail's Future.", Teleconnect, April 1994, Vol. 12, No. 4, pg. 66(28), ISSN: 0740-9354.
	JJ	Higgins, Terry, "Since we're Always on Hold, We might As Well Dance to it.", Business Journal-Milwaukee, April 9, 1994, Vol. 11, No. 27, pg. 5A(1).

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EXAMINE R INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB- CLASS	FILING DATE IF APPROPRIATE
	KK	5,511,112	04/23/96	Szlam	379	88	
	LL	5,513,117	04/30/96	Small	364	479	
	MM	5,515,421	05/07/96	Sikand et al.	379	67	
	NN	5,521,631	05/28/96	Budow et al.	348	7	
	OO	5,528,670	06/18/96	Elliot et al.	379	88	
	PP	5,537,464	07/16/96	Lewis et al.	379	114	
	QQ	5,546,446	08/13/96	Tsunokawa et al.	379	114	
	RR	5,559,871	05/25/96	Smith	379	115	
	SS	5,561,707	10/01/96	Katz	379	88	
	TT	5,565,908	10/15/96	Ahmad	348	7	

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OTHER DOCUMENTS (Including author, Title, Date, Pertinent Pages, Etc.)

	UU	Day, Charles E., "New Technologies that Facilitate Integrated Inbound/Outbound Marketing", Telemarketing, May 1994, Vol. 12, No. 11, pg. 75(4).
	VV	Day, Charles E., "Call-blending Technology that Suits your Needs: Predictive Dialer Manufacturer's Perspective", Telemarketing, January 1995, Vol. 13, No. 7, pg. 56(2).

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	WW	5,557,109	11/19/96	Stimson et al.	379	112	
	XX	5,581,270	12/03/96	Smith et al.	345	2	
	YY	5,592,537	01/07/97	Moen	379	67	
	ZZ	5,603,078	02/11/97	Henderson et al.	455	5.1	
	AAA	5,608,785	03/04/97	Kasday	379	90	
	BBB	5,621,787	04/15/97	McKoy et al.	379	144	
	CCC	5,638,426	06/10/97	Lewis	379	90	
	DDD	5,651,058	07/22/97	Hackett-Jones et al.	379	201	
	EEE	5,715,298	02/03/98	Rogers	379	91.01	
	FFF	5,729,279	03/17/98	Fuller	348	8	

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						Yes	No

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GCG	Manrique, John, "Focus On: Options for On-Hold Messaging Equipment.", Telemarketing, March 1995, Vol. 13, No. 9, pg. 53(3).
HHH	Ousey, Alison, "Voice Mail: New Directions." Teleconnect, April 1995, Vol. 13, No. 4, pg. 63(25), ISSN: 0740-9354.

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	III	5,749,075	05/05/98	Toader et al.	705	14	
	JJJ	5,767,894	06/16/98	Fuller et al.	348	8	
	KKK	5,784,565	07/21/98	Lewine	395	200.59	
	LLL	5,818,512	10/06/98	Fuller	348	8	
	MMM	5,818,836	10/06/98	DuVal	370	389	
	NNN	5,825,863	10/20/98	Walker	379	144	
	OOO	5,835,126	11/10/98	Lewis	348	8	
	PPP	5,867,566	02/02/99	Hogan et al.	379	115	
	QQQ	5,872,834	02/16/99	Teitelbaum	379	93.03	
	RRR	5,884,284	03/16/99	Peters et al.	705	30	

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	SSS	"Focus on: What to Expect from an On-hold Message Service Provider.", Telemarketing, August 1995, Vol. 14, No. 2, pg. 38(3).
	TTT	"US Call Center Hardware and Software Markets", Frost & Sullivan, February 1996.

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	UUU	5,946,388	08/31/99	Walker et al.	379	266	
	VVV	6,014,439	01/11/00	Walker et al.	379	266	
	WWW	6,139,431	10/31/00	Walker et al.	463	20	
	XXX	6,178,240 B1	01/23/01	Walker et al.	379	266	

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							Yes	No

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	YYY	Kidd, Joe, "Oregon's Symantec Hires Telephone 'QJS' to Entertain Callers", Register-Guard, February 22, 1996.
	ZZZ	Deixler, Lyle, "Teledata's Call Link for Windows.", Teleconnect, March 1996, Vol. 14, No. 3, pg. 44(2).

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